





## Do I need a protection plan?

 It covers life's little accidents, such as food or drink spills and accidental damage to your furniture.

 When accidents happen, we are always on hand. You can make a claim 24/7, 365 days at [claim.castelanguroup.com](http://claim.castelanguroup.com) or call **0370 320 6614** Monday-Friday 9:00am to 5:30pm (excluding Bank Holidays).

 Wherever possible, our network of expert repair technicians and cleaning specialists always try to repair the damage.

 If a repair isn't possible, we will source new parts for you, or a replacement item if parts are not available.

 Claim for as many incidents as you need over 5 years. You'll have cover for parts, labour and replacement items.

### Any questions?

*Don't hesitate to ask your sales advisor if you have any questions regarding the plan.*



## Important information

Whilst PremierCare offers extremely wide benefits, there are some things that we do not cover and a summary of these are:

- Commercial use
- Deliberate damage
- Wear and Tear
- Gradual build-up of damage

### Key documents you need to read!

This leaflet gives some of the key benefits of Furniture Protection but it does not cover every eventuality so it is important you receive and read the following documents:

- **Insurance Product Information Document (IPID)** – this shows you the key benefits and exclusions of the insurance as well as other important information. You must read this before purchasing the insurance and take this document home with you.
- **Important Information Document** – this provides you with information on what demands and needs this insurance will meet as well as other important information. You must read this document, tick the necessary boxes if they apply to you, and then sign the document.
- **Terms & Conditions (T&Cs)** – these give you the full terms of your insurance policy and other important information. You should read these carefully to make sure the cover is right for you. You will be sent these following the delivery of your furniture.

### CANCELLATION

You can cancel your insurance and receive a full refund during the 14 days from receiving your Terms and Conditions. Full information can be found in the documents detailed above.

### YOUR DATA

The Retailer of the Furniture Protection share your information with the scheme administrators and the insurer for the purpose of arranging and administering your policy and handling your claim.

Further information on how both firms handle your personal data can be found in your Terms and Conditions and also in their Data Protection notices which can be found on their respective websites. Privacy notices can also be requested in writing.

### ADMINISTRATOR & INSURER

Policies are arranged and administered by Castelan Limited whose details are shown below. Information on the insurer can be found in the IPID and Terms and Conditions as can further information on Castelan Limited.



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LEE LONGLANDS

5  
YEARS

# Furniture protection



This leaflet is for marketing purposes only. On the back of this leaflet 'Key documents you need to read' will direct you to the information you need to know before buying this insurance.

## Products covered

### Upholstery

Fabric and Leather (including recliners)



### Mattress protector

Up to 5 replacement protectors if stained or damaged

### Cabinet furniture

Lounge, Dining and Bedroom

## Furniture Protection Staining and accidental damage cover

### Accidental staining

Cover starts from when your furniture is delivered and any stain or spill that happens suddenly or unexpectedly is included. Everyday spills such as (but not limited to):

- Tea/coffee/hot chocolate
- Milk
- Tar
- Shoe polish
- Blackcurrant & orange juice
- Grease from foodstuffs
- Wine, beer and spirits
- Human & animal bodily fluids
- Dye transfer
- Cosmetics
- Cola & other fizzy drinks
- Chocolate & confectionery
- Tomato ketchup
- Mineral oil & glue
- Corrosive substances
- Soap products
- Curry & pizza
- Bleach
- Odours to interiors caused by a stain

### Accidental damage

Again, cover starts from the moment your furniture is delivered so you can start enjoying it with confidence. Cover for sudden and unexpected accidents includes (but is not limited to):

- Rips
- Scuffs
- Breakage of glass or mirrors
- Tears
- Scratches
- Breakage of frame components
- Burns
- Dents
- Pet Damage
- Punctures
- Chips
- Transit Damage



## Furniture Protection Plus Staining, accidental damage and structural defects cover

**Furniture Protection Plus** offers you all the benefits of Furniture Protection but also includes cover for structural defects.

### Structural defects

Your new furniture has been made to the highest possible standards but sometimes things go wrong. PremierCare is here to ensure that, once your manufacturers guarantee has ended, you are covered for any defects that may arise – things such as (but not limited to):

- Breakage or separation of frame components
- Defective mechanical and electrical recliner mechanisms
- Peeling of leather and peeling/lifting of veneer
- Warping
- Cushion interiors and webbing
- Unstitching of buttons or failure of any stitching.
- Breaking or bending of metal mechanisms or other metal components
- Fascias
- Electronic equipment such as USB's, fridges and speakers
- Broken zips
- Broken castors

## Carpet Protection Accidental staining

### Accidental staining

Cover starts from when your carpet has been laid and any stain or spill that happens suddenly or unexpectedly is included. Everyday spills such as (but not limited to):

- Tea/coffee/hot chocolate
- Milk
- Tar
- Shoe polish
- Blackcurrant & orange juice
- Grease from foodstuffs
- Wine, beer and spirits
- Human & animal bodily fluids
- Dye transfer
- Cosmetics
- Cola & other fizzy drinks
- Chocolate & confectionery
- Tomato ketchup
- Mineral oil & glue
- Corrosive substances
- Soap products
- Curry & pizza
- Bleach